



**Thank you for thinking about applying for a role at the National Justice Museum, before the full role profile and person specification please find some information below about who we are and what we do, as well as our vision and aims which will give you a flavour of the type of organisation we are.**

**Thank you for your interest in working for us.**

### **Our purpose**

***‘We tell the story of justice through time. We work inclusively and collaboratively with communities, supporting the creation of a fairer and equitable society.’***

***We empathetically enable people of all ages to extend their understanding of the law and justice system, so they are inspired by their rights and responsibilities to play an active role in society.’***

We are a multi-award-winning Museum and we are growing in national stature, winning the ‘Museums Change Lives’ award in 2021 for our innovative workshops in an envelope project. We are a leader in public legal learning and education and in developing diverse collaborations and partnerships for our work. Our learning programmes are delivered in centres across England, in our historic courtrooms in Nottingham, the Royal Courts of Justice and the Rolls Building in London, and in active courts in the North West. Our ambition is to widen our learning offer to more UK locations.

Our museum is based in Nottingham’s former Shire Hall and County Gaol, a Grade II\* listed building featuring a Victorian criminal and civil courtroom, an Edwardian police station and exhibitions exploring the fascinating history of justice, we house historically significant collections of over 40,000 objects that cover the history of the British Criminal Justice System. The City of Caves forms a key part of our offer and here we explore stories of social justice within Nottingham’s largest historic sandstone caves and the country’s only underground medieval tannery. We engage and entertain the public by including them in our unique, interactive performances.

In 2018 we became an Arts Council National Portfolio Organisation (NPO), with a specific remit to diversify our workforce and programmes. We have established a reputation nationally and regionally for our person-centred creative approach and have a growing, credible reputation as an arms open organisation, connecting communities through creative activity

and providing services for diverse and not yet engaged groups. We take our museum out to people, engaging with new community partners to co-produce exhibitions and become more accessible to a wider range of people.

### **Our Vision is:**

*'For everyone - equity and justice through engagement, inspiration, learning, and unforgettable experiences.'*

### **Our values**

We work creatively and equitably with people and communities. Our values are to be:

- Inclusive and equitable – we aspire to build a more diverse and representative organisation
- Open and collaborative – we celebrate diversity, creative collaboration and partnership working, we listen to and respect people and we stimulate conversations with our communities, around the role of law, justice and society.
- Ambitious and dynamic – we embrace diverse people and thinking. We challenge ourselves so we develop and deliver excellence.
- Authentic – people learn and access our stories and history through experiencing our unique historic buildings and our museum collections.
- Be here for the future – we take a whole organisation approach to sustainability, ensuring we support people, partnerships and our environmental and economic future.

### **Our aims**

We aim to:

- Excel as the national leader of public legal education
- Maintain the financial resilience and sustainability of the organisation
- Champion a green agenda and our commitment to environmental sustainability
- Ensure the well-being of our workforce of staff and volunteers
- Use our museum and collections creatively to support our work
- Expand our audience reach and ensure positive and inclusive engagement and representation for all those that engage with us
- Ensure integration, application and engagement with digital technology throughout the organisation

### **Front of House Assistant**

#### **Purpose of the role**

To offer all visitors a unique and high-quality experience when visiting the National Justice Museum and City of Caves through a consistently high standard of customer care, ensuring that the organisation attracts and retains visitors

**Main duties:**

To include (but not limited to):

- Ensure excellent customer service skills
- The ability to deal with a diverse range of customers.
- Ensure set up of events and functions meets organisational standards.
- Organise and provide service during events and functions.
- Understand the food menus, and be able to advise the guests appropriately and accurately of dietary requirement information
- Ensure areas are cleared after events and functions.
- Organise setup of the hospitality bars ensuring that stock and the stock room is always replenished and rotated.
- Be responsible for set up and service of the bar when required.
- Take customer orders and payments as well as preparing and serving beverages.
- Understand the drink menus and being able to advise the guests appropriately of ingredients, alcohol content and allergy/dietary requirements.
- Be comfortable and confident in asking for ID when serving alcohol, in line with the Think25 guidance
- Have a flexible attitude to work.
- Cover the Reception desk at both locations in line with our customer service policy
- Assisting in the shop at both sites
- Replenish stocks in the shop at both locations
- Assist with the monthly retail stock take at both locations
- Any other duties consistent with the level of the post.

**Person Specification:**

- Customer Service skills
- Flexible
- High attention to detail
- Team player
- Willingness to learn and improve
- The ability to use your own initiative to solve problems
- IT Literate in Word and Excel
- English GCSE Pass Grade

<b>Responsible to:</b>	Visitor Experience Manager (VEM)
<b>Hours:</b>	Zero hours, weekend and evening working expected
<b>Location:</b>	National Justice Museum and City of Caves
<b>Contract:</b>	Permanent, 6-month probationary period
<b>Rate of pay:</b>	£12.21 per hour